

## **CHILD SUPPORT ENFORCEMENT**

300 N. Duke St. – 919-560-8553

220 East Main Street – 919-560-8930

560-8980

### **PURPOSE**

Child Support Enforcement promotes parental responsibility by locating non-custodial parents, establishing paternity, support and medical obligations, enforcing existing child support orders, collection and distribution of child support payments, and assisting non-custodial parents in becoming self sufficient.

### **SERVICES**

- Location of non-custodial parents and their assets
- Paternity establishment for children born outside of marriage
- Establishment of support obligations
- Collection and distribution of support payments
- Enforcement of support obligations

### **ELIGIBILITY**

Services are available to any parent or legal guardian responsible for a child, regardless of income. Families who receive Temporary Assistance for Needy Families (TANF) and certain Medicaid Programs are automatically referred to the local child support enforcement office. TANF or Medicaid recipients who fail to cooperate with Child Support may lose benefits. Cooperation with efforts to pursue paternity and support is required as a condition of eligibility for public assistance.

Non- public assistance persons may apply for services by completing an application and paying an application fee of \$10 or \$25, based on income, at a local child support enforcement agency.

### **APPLICATION**

Work First Family Assistance and Medicaid applicants may apply at 300 N. Duke St. 8:15 a.m. – 5:30 p.m. Monday – Friday except on Durham County Holidays. Others may call 919-560-8930 to request an application be mailed to them and mail applications to 220 E. Main St., Durham, N.C. 27701. Anyone may apply via the Internet at [www.co.durham.nc/DSSV](http://www.co.durham.nc/DSSV). The application fee must accompany the application if not receiving public assistance.

At 220 East Main Street: Customers can pick up a Child Support application in the Main Street lobby. Customers can mail in the application. A courtesy phone is available to customers who may have questions about the application or child support in general.

At 300 No. Duke Street: Work First Applicants can complete an application while at the Child Support office on the second floor. Applicants for child support services must have proper identification. Many of the forms are Notarized.

After an application is completed, an agent will be assigned to the customer based on the last name of the non-custodial parent. The agent will make contact to schedule an appointment.

**Customers should be prepared to give agents all information regarding the non-custodial parent's whereabouts and assets.**

**Some information that is very helpful includes:**

- name, address, phone number, social security number of applicant, children and non-custodial parent
- current or former employers' names and addresses
- Divorce Decree, Separation Agreement or child support orders. Including orders in other states or the Clerk of Court
- income information such as tax returns, bank accounts, pay stubs, property records, pending lawsuits
- names of friends, relatives, organizations that may have information on the non-custodial parent
- if paternity is an issue, Affidavit of Parentage signed by both parties, letter or card that may indicate an admission of paternity
- Picture of non-custodial parent is also very helpful

Average processing time for applications is approximately three (3) to four (4) weeks depending on information available and ability to serve Non-Custodial Parent with the documents.

## **REFERRALS**

The most frequent referrals are made to the Family Court Child Access and Visitation Program to resolve issues of custody and/or visitation.

## **CONTACT INFORMATION**

Program Manager - 919-560-8980

RELATED TOPICS: Work First Family Assistance; Family and Children's Medicaid/ NCHC; Family Crisis; Food and Nutrition (formerly Food Stamps)